



emocha Health®

emocha App User Guide for Howard County

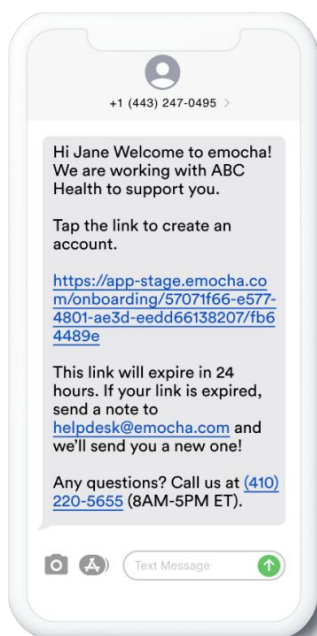
Updated January 2022

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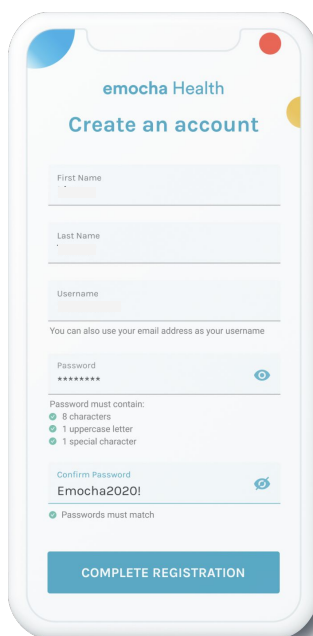
Getting Started

01 Welcome Message



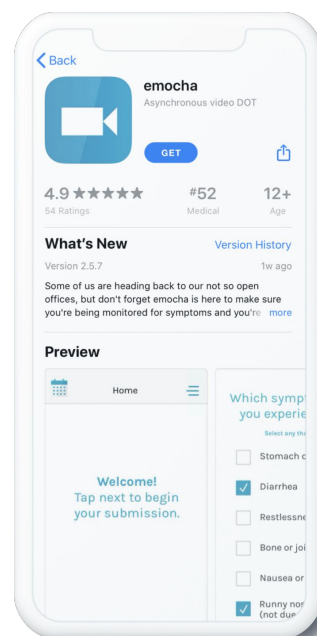
You will receive an email or an SMS message from emocha with instructions for how to create an account. Tap the link provided to set up your account. This link expires after 24 hours.

02 Create Your Account



To create an account, enter your **First Name** and **Last Name** and then create a **Username** and **Password**. Select **Complete Registration** when you have entered all required information. **Note: Passwords must include at least 8 characters including 1 capital letter, 1 number, and 1 special character. If using a "zero" at least 2 numbers must be included in your password.*

03 Download the App



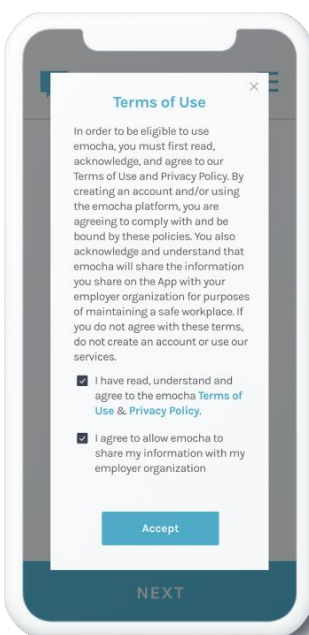
Navigate to the **Apple App Store** or the **Google Play Store** by selecting one of the options that appears after your account is created.

04 Login to emocha



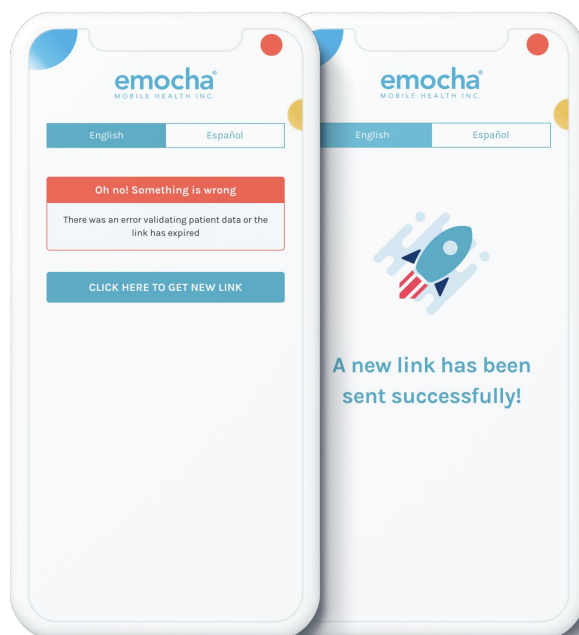
Open the **emocha App** and login using the Username and Password you just created.

05 Accept Terms of Use



Read and accept emocha's Terms of Use. **Note: All data submitted to emocha's HIPAA-secure platform is subject to legal requirements surrounding Protected Health Information.*

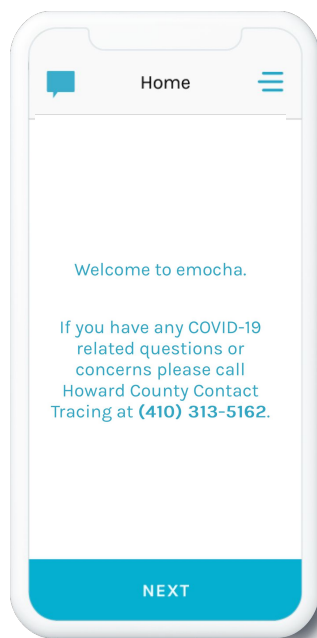
06 Expired Link?



If the link to create your account has expired, an option will appear that allows you to generate a new one. Simply click the **Click Here to Get New Link** button to receive a new message from emocha. You can also email helpdesk@emocha.com to request a new account creation link.

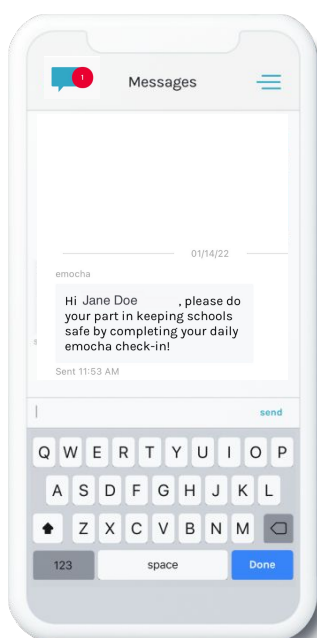
Navigating the emocha App


01 Home



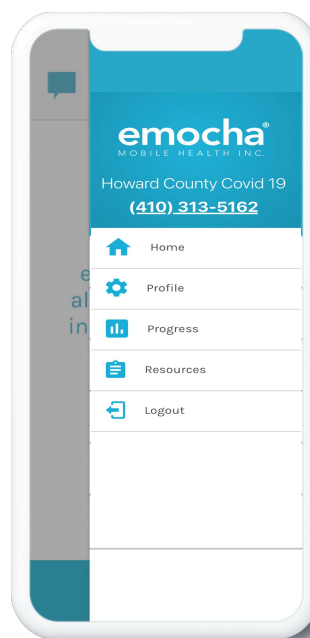
Complete **daily check-ins**, access the App's **menu**, or use the **chat feature** to contact the Howard County Public Health Department.

02 Chat




Click on the  icon located in the top left hand corner of your screen to send or view chat messages. A red circle indicates unread chats.

03 Menu

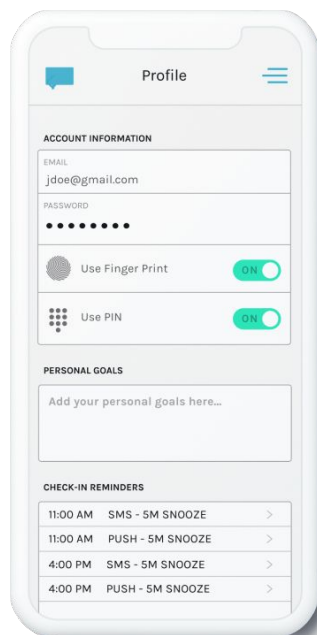


Select **Home** to return to the home screen.

Select **Logout** to logout of your account and exit the app.

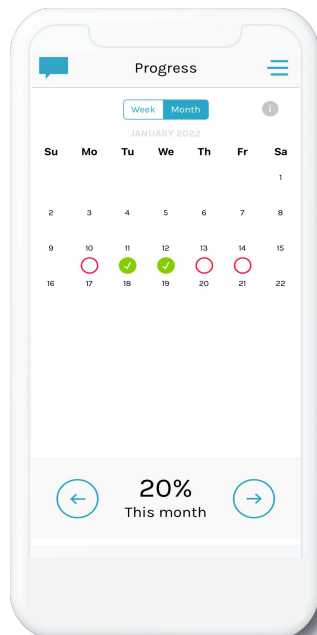
Access the menu by selecting the  icon located in the top right hand corner of your screen.

04 Profile



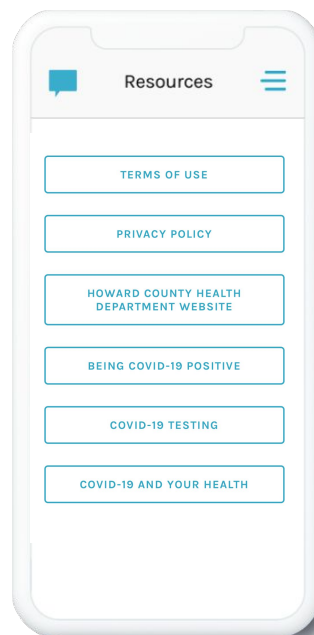
View account information, enable faster login options, enter personal goals, or update check-in reminders.

05 Progress



View your daily check-in history.

06 Resources



View program information and access COVID-19 resources.

07 Language Settings

The emocha app is available in English and Spanish. To update your app's language settings, contact the emocha Support Team.

08 Contact emocha Support

Send an email to helpdesk@emocha.com to connect with a member of emocha's Support Team.

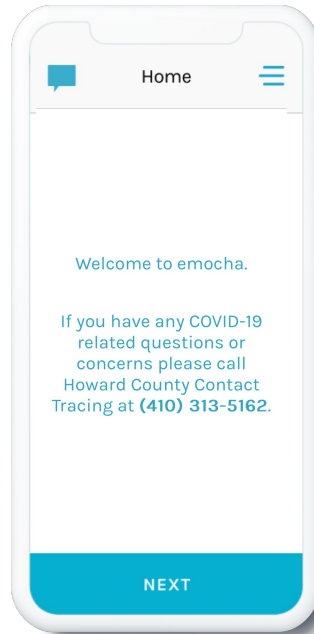
Completing a Check-In

01 Login to emocha



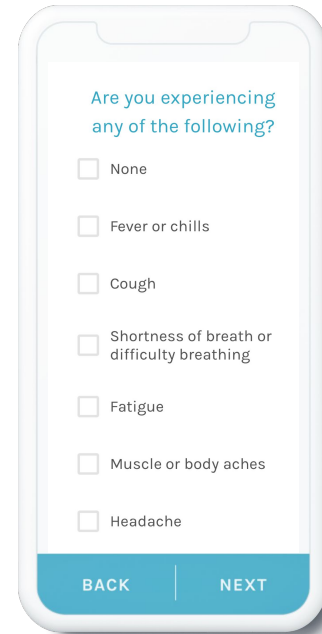
Login to the emocha app.

02 Begin Your Check-in



Tap the **Next** button on the homescreen to begin your check-in.

02 Report Symptoms



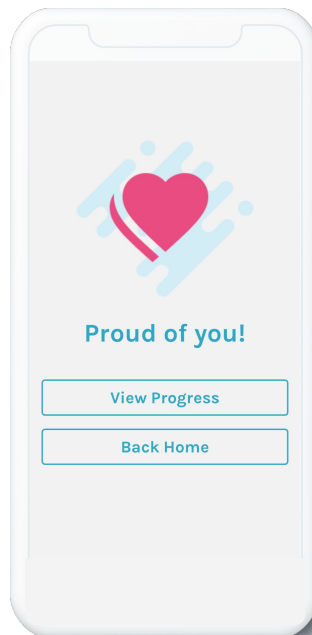
Select **all symptoms** that you are experiencing. Choose **None** if you are currently experiencing no symptoms.

05 Enter Test Results



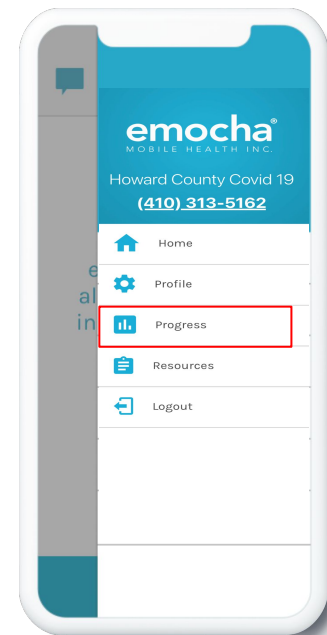
If you have received a COVID-19 positive test result between your previous check-in and your current check-in, answer **Yes**.

06 Submit Check-In



Upon completion of your check-in, you will receive a message confirming your submission.

07 View Progress



View your check-in history in the Progress section of the menu.

Creating Multiple Accounts on One Device

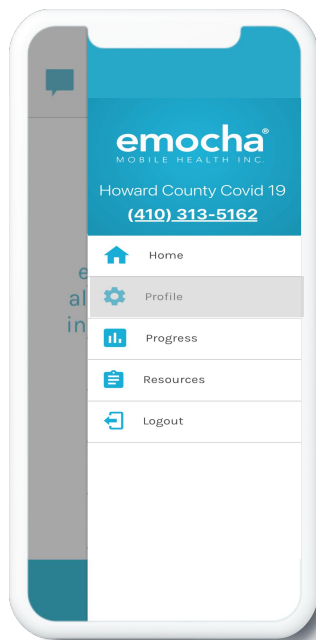
Follow these steps if you need to access more than one account from the same device.

01 Login to emocha



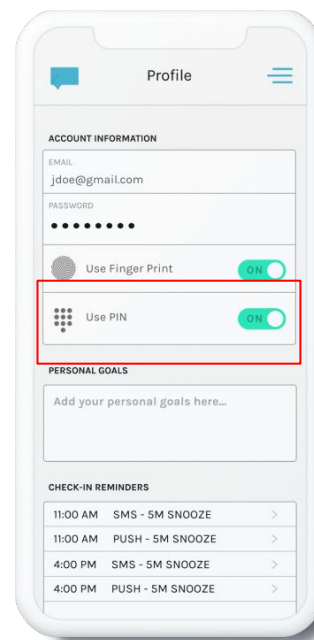
Enter username and password for the first account.

02 Navigate to Profile



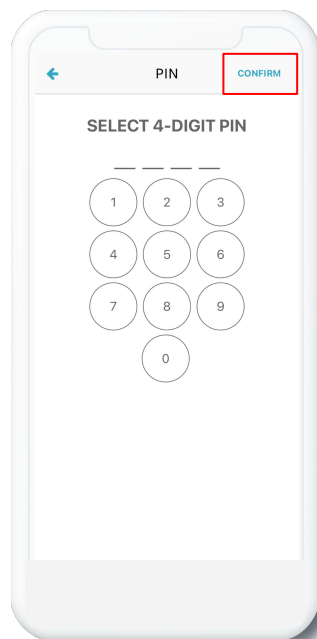
Access your account profile from the app's menu.

03 Update Login Settings



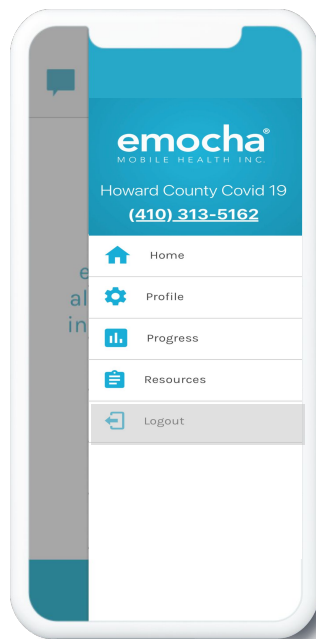
Enable the **Use PIN** option in the **Account Information** section.

04 Create Four Digit PIN



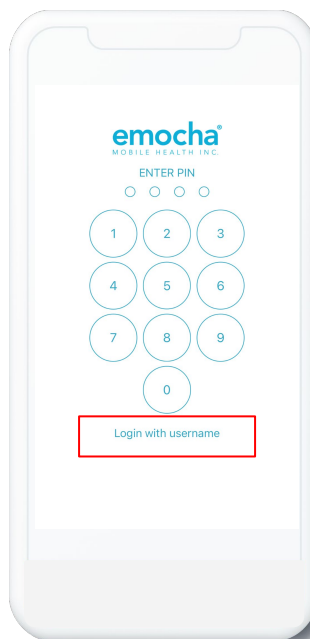
Enter a four digit code and then click **Confirm**. Enter the same code again and click **Save**.

05 Logout of First Account



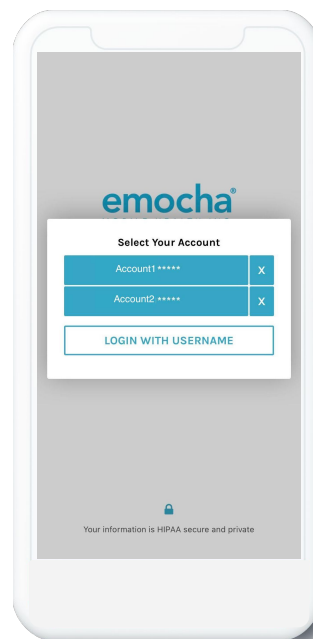
Return to the menu and choose the **Logout** option.

06 Login to Second Account



You will be prompted to enter the PIN you just created. Instead choose **Login with Username**

07 Repeat Steps 2 through 5



Repeat for each additional account. *You will now be able to see all available accounts when you open your emocha app.*

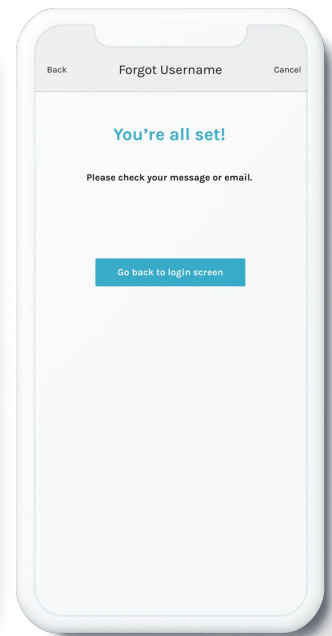
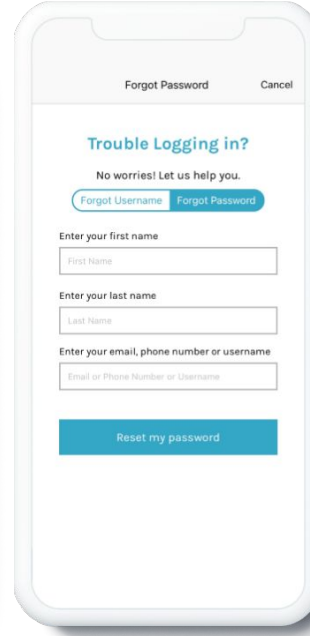
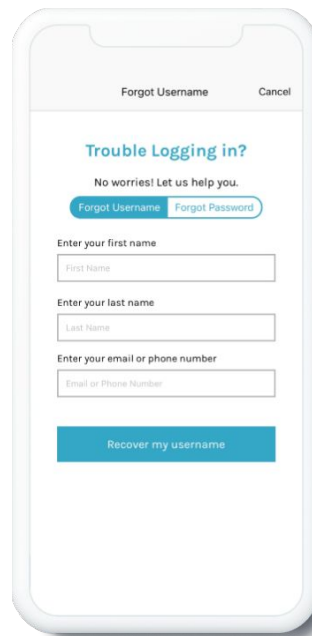
Forgot Username or Password?

01 Open the emocha app



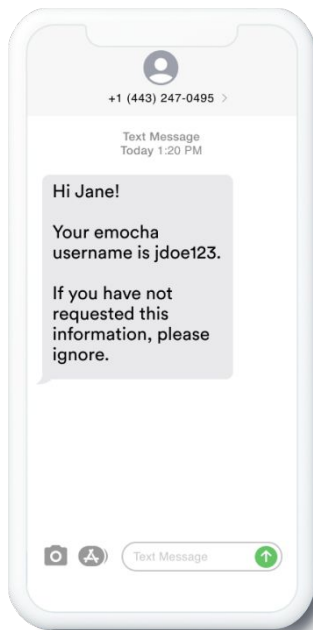
Select the **Forgot** option on the app's login screen.

02 Choose Forgot Username or Forgot Password

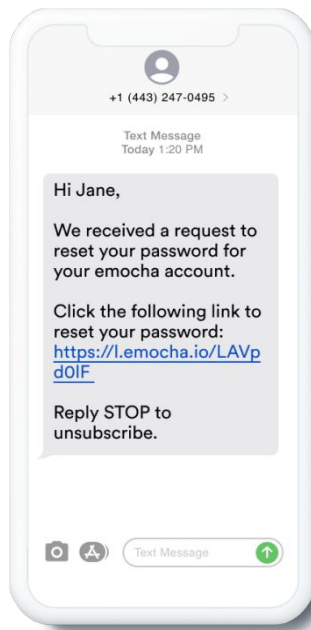


Enter all required information and tap **Recover my Username** or **Reset my Password**. You will then be sent an email or an SMS message with further instructions.

03 Check Email or SMS Messages

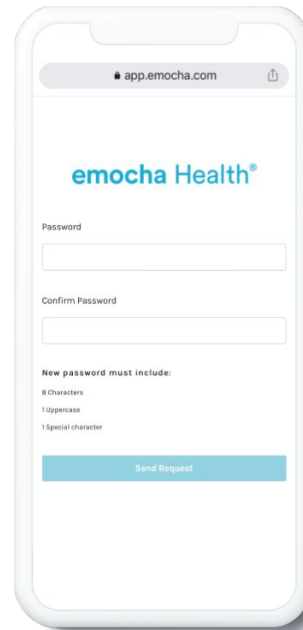


If you **forgot your username**, you will receive an email or SMS message containing your username. You can now login to your emocha account.

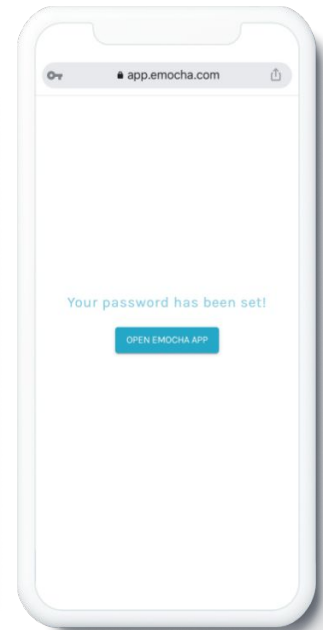


If you **forgot your password**, you will receive an email or SMS message containing a password reset link. Tap this link to create a new password.

04 Reset Your Password



Create a new password that contains at least **8 characters** including **1 capital letter**, **1 number**, and **1 special character**. If using a "zero," your password must contain at least 2 numbers.



Tap **Send Request** to confirm your new password then tap **Open emocha App** to login to your account.